

public opinion
special issue

Walk & Talk events + community & business surveys provide valuable insight for City leaders

Collecting ideas and input from the people who live and work in Spring Hill is essential for City leaders in planning our community's future.

This summer, we received a wealth of valuable feedback through three successful projects:

- The second annual **Neighborhood Walk & Talks** brought City officials to nine neighborhoods across Spring Hill over the course of five evenings to discuss local issues and ideas in an informal setting.
- A **community survey** was mailed to a random sample of households, and 423 surveys were returned. The results, which have a 95% level of confidence, were compared to the City's results from 2005 and 2013, as well as regional and national averages.
- A **business survey** was completed by 36 local businesses. The results were compared to the City's first business survey conducted in 2013. Both this survey and the community survey were administered by ETC Institute, a

national leader in community-based market research.

City staff and elected officials were pleased to find that participants in all three of these programs largely agreed that the City is making gains in satisfaction with most City services. On the Walk & Talks, residents consistently complimented police service, customer service, and snow removal. The resident survey showed that satisfaction with City services increased or stayed the same in all 58 areas assessed in 2013 and 2016 - and 42 of those areas increased by five percent or more!

Residents also provided clear feedback on what improvements they want to see the City work toward. They want a system of walking and biking trails, better internet service, improved facilities and infrastructure, and more opportunities for shopping, dining, and entertainment.

The next two pages highlight significant findings from both the surveys and Walk & Talks.

top
projects

In this summer's community survey, residents were asked to select the three projects they'd most like to see the City prioritize over the next five years. Below are your top picks.

66% Walking trails

38% Bike trails

38% New phase for Aquatic Center

36% New purpose for former pool

28% More small neighborhood parks

27% Railroad quiet zones

27% Downtown streetscape

6% Basketball courts

79%

of respondents said The Outlook is their primary source of information about the City



Visit www.springhillks.gov to view final reports for the community and business surveys.

City services that should receive the most emphasis over the next two years

The 2016 community survey asked respondents to select their top three choices for City services that should receive the most emphasis over the next two years. The results are pictured below.



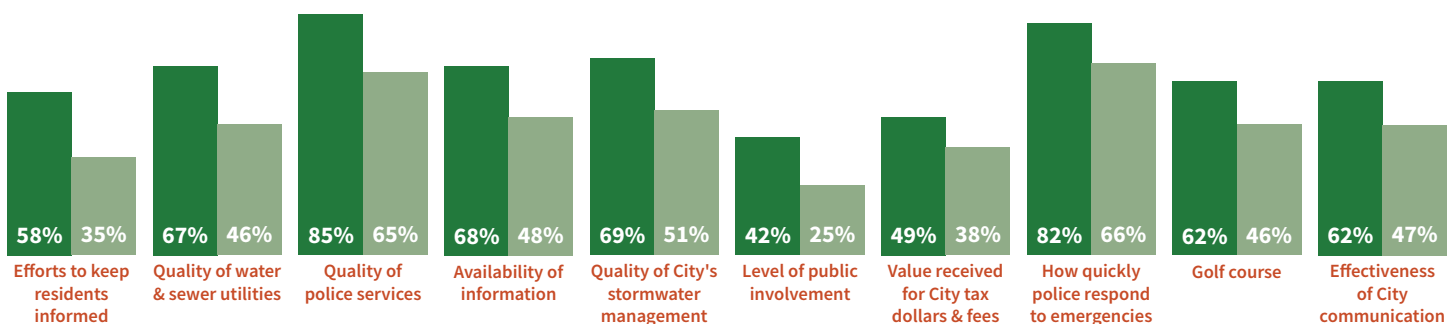
Better City facilities

Maintenance of City streets, buildings, and facilities was the City service residents agreed most needed the most emphasis in the survey and was a frequent topic on the Walk & Talks. This category also received the second-lowest satisfaction rating of major City services - just 45%. Related services like maintenance of sidewalks (40%), maintenance of City buildings (47%), and walking & biking trails (19%) were some of the lowest satisfaction ratings in their categories.

The good news - City officials have been diligently working on many of these areas since well before the survey was issued, and we're close to announcing some exciting plans to enhance our parks, facilities, and trail systems! Look for the November, December, and January issues of The Outlook for in-depth stories about upcoming City projects.

78%

of residents are pleased with our quality of customer service - that's 20+% more than national and regional averages!



Significant increases in resident satisfaction: 2013-2016

Satisfaction levels increased or stayed the same in all 58 areas of service between 2013 and 2016, with 42 areas showing an increase of 5 percent or more in the 2016 community survey. The ten areas with the most significant increases are pictured above.

2016 2013

Additional significant increases

- The City's overall efforts to prevent crime (+14%)
- Quality of animal control (+14%)
- Snow removal on City streets (+12%)
- Adequacy of City street lighting (+12%)
- Maintenance of City's water and sewer system (+12%)
- Quality of customer service (11%)
- Quality of leadership (11%)
- Adequacy of emergency medical service equipment (11%)
- Community planning & development (+10%)
- Quality of services provided by the City (+10%)
- How quickly ambulance personnel respond (+10%)
- Enforcement of local traffic laws (+10%)
- Effectiveness of appointed boards and commissions (+10%)



Encouraging business growth

Residents who attended the Walk & Talks and responded to the community survey agreed that they'd like to see more options in Spring Hill for shopping, dining, and entertainment. Access to quality shopping (33%) and access to restaurants/entertainment (31%) were the two areas in where residents felt their needs were least being met.

Spring Hill's substantial residential growth is helping our business community to grow. City staff are working with a number of parties interested in opening businesses in Spring Hill, and we're encouraged by much of the feedback we received from the business survey.

- **22%** of respondents said they plan to expand their business in Spring Hill within the next year.
- The number of respondents who said Spring Hill is a business-friendly community improved **17%** since 2013.
- Satisfaction with City services based on how these services affect business increased significantly in most categories since 2013. Notable improvements were seen in police services (up **10%**), stormwater/runoff management (up **11%**), and City planning & development (up **14%**).

72%

of businesses said they felt that Spring Hill is a business-friendly community

Transportation options

Lack of public transportation - especially for older adults and persons with disabilities - was discussed during the Walk & Talks. We're pleased to announce that Spring Hill residents 65 and older and/or with a disability are now eligible for the RideKC Taxi regional pilot voucher program. Additional information about the program will be provided in a future issue of The Outlook.

Mayor Steven Ellis lauded the efforts of Johnson County Commissioner Steve Klika and Johnson County Commission Chairman Ed Eilert, who worked to ensure that this program would be available to Spring Hill residents in both Johnson and Miami counties.

To learn more, call 816-221-0660 or visit www.ridekc.org.



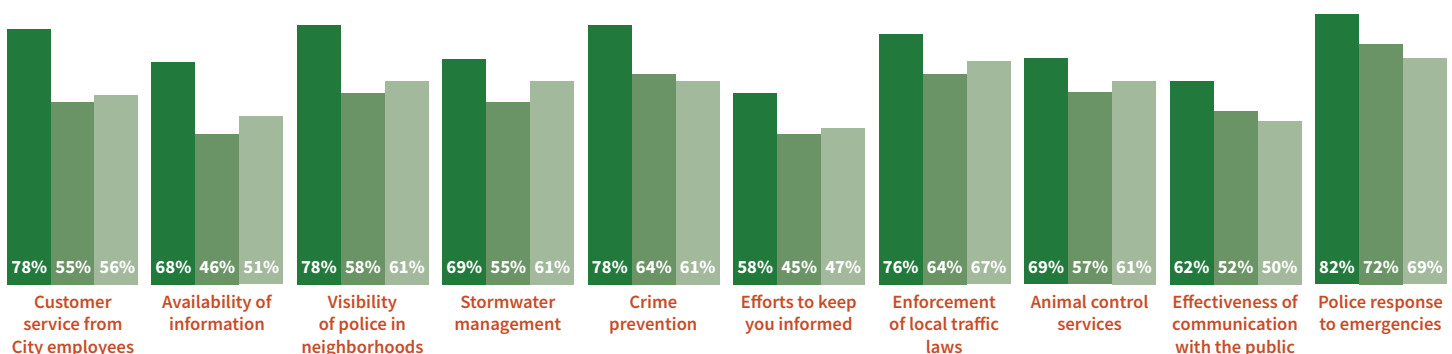
Improved internet service

Better internet service was the most frequently discussed topic by residents who attended the Walk & Talks. Residents wanted to know what City staff were doing to improve service here. Some residents were even concerned that the City was preventing large providers from building in Spring Hill. City staff and Mayor Ellis have worked recently with area service providers including CenturyLink, Suddenlink, and Google. While staff agreed that these conversations were somewhat encouraging and productive, many of the plans discussed were largely long-term.

Representatives from our existing providers said they're looking at options to enhance existing service in the future.

At this time, Spring Hill's market doesn't quite fit the business model of larger internet service providers. As the city continues to grow at a rapid pace and approach the boundaries of the metro area, we will become a more favorable market for these larger providers.

Because the needs of residents and businesses exceed current offerings, City staff are preparing a request for proposals for a consultant to help identify effective, productive strategies for establishing high-quality internet for residents and businesses. This may include public or public-private partnerships to provide the infrastructure needed to provide the speeds you need.



Spring Hill compared to national and regional averages

Spring Hill topped the average satisfaction ratings for the Kansas City Metro area and United States in a number of service areas. Spring Hill scored over either the national or regional average in 20 out of 37 compared categories. The top ten are shown above.

Spring Hill

KC Metro

United States

contact us

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Community Development: (913) 592-3657
Municipal Court: (913) 592-3624
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Police Department

418 E. Nichols
Spring Hill, KS 66083
Phone: (913) 592-2700

Public Works

502 E. Nichols
Spring Hill, KS 66083
Phone: (913) 592-3317
After-hours emergencies: (913) 247-3521

Online

www.springhillks.gov
[f /springhillks](https://www.facebook.com/springhillks)
[t @springhillks](https://twitter.com/springhillks)

Governing Body

Mayor Steven M. Ellis
Council President Chris Leaton
Clint Gillis, Jr.
Floyd Koder
Andrea Hughes
Scott Snavelly

October 2016 City Calendar

03

Public Safety
Advisory Board
meeting, 7 p.m.

05

Large item trash day:
Miami County
Call L&K to schedule:
(800) 631-3301

06

Planning
Commission
meeting, 7 p.m.

13

City Council
meeting, 7 p.m.

17

Green Board
meeting, 7 p.m.

26

Large item trash day:
Johnson County
Call L&K to schedule:
(800) 631-3301

27

City Council
meeting, 7 p.m.

31

Halloween

Open gym at the Civic Center: Mondays 6 to 9 p.m. | Saturdays 9 a.m. to 1 p.m.

Save the date for Hometown Holidays!
Saturday, December 3 | Spring Hill Civic Center

Mayor's Christmas Tree Fund 2016

Fundraising has now begun for the fourth annual Mayor's Christmas Tree Fund! All proceeds go to benefit the Spring Hill Food Pantry, the Johnson County Utility Assistance program, the BackSnack program, and Miami County Circles. Visit www.springhillks.gov to learn more about these four deserving programs.



Mayor's Christmas Tree Fund 2016

Name or organization: _____

Mailing address: _____

I would like to donate _____ to the Mayor's Christmas Tree Fund.

☐ I would like to donate anonymously.

Checks should be made payable to "Mayor's Christmas Tree Fund."

You can include your donation in the same envelope as your utility bill - just make sure there are two separate payments.
Mail your donation: P.O. Box 424, Spring Hill, KS 66083 | Drop off your donation: Spring Hill City Hall, 401 N. Madison